



Program #80007 - Community Information **FY 2026 Department Requested**

Department: Library **Program Contact:** Ama Bentley
Program Offer Type: Operating **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics:

Program Description

This program serves community members of all ages through advanced account management, e-content platform connection and troubleshooting, and by providing answers to ready reference and quick facts questions. Community Information creates equitable access and removes barriers by connecting with communities in five languages and by being the place where patrons can receive service remotely.

ISSUE: Library users depend on quick, effective and accurate referrals to library services and information via phone, chat, and email. Patrons want access and connection to resources and services without being required to enter a physical library space.

PROGRAM GOAL: The goal of Community Information is to offer remote connection to the library for users who experience barriers to accessing our resources in person, because of reasons that include disability, homebound status, unreliable transportation, open hours that conflict with work or caregiving obligations, and incarceration. Community Information minimizes disparities by being available to converse in users' preferred languages of English, Spanish, Vietnamese, Chinese, and Russian.

PROGRAM ACTIVITY: Community Information provides answers to basic information needs, high-level account management, virtual tech support for library web and content applications, and referrals to library subject matter experts and community resources. It also provides backend support for both patrons and staff members for the library's systemwide platforms including Communico, Symphony and Knowledge Tracker.

RACIAL EQUITY ADVANCEMENT: This program connects with community members who face the greatest barriers to accessing library services in person, particularly communities living in isolation and poverty. Community Information continues to expand language services and has added Vietnamese, Russian and Chinese Knowledge, Skills and Abilities positions over the last two fiscal years.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of contacts (phone, chat, email, mail) answered by Community Information staff	99,642	125,000	99,200	100,000
Outcome	% of Community Information patrons who report that their information need was met	97%	95%	98%	96%

Performance Measures Descriptions

Legal / Contractual Obligation

The budget reflects the passage of Measure 26-143: "Form Library District with permanent rate to fund library services," November 2012 General Election. The district summary states in pertinent part: "If approved, the Multnomah County Library District would be formed with a permanent rate dedicated to library services, operations, books, materials, programs, activities and oversight of the district. Formation of a District would...prevent reductions in services, programs and activities, and hours."

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$0	\$1,768,323	\$0	\$1,826,880
Materials & Supplies	\$0	\$12,059	\$0	\$12,979
Internal Services	\$0	\$136,677	\$0	\$147,904
Total GF/non-GF	\$0	\$1,917,059	\$0	\$1,987,763
Program Total:	\$1,917,059		\$1,987,763	
Program FTE	0.00	14.50	0.00	14.50

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This program generates \$76,364 in indirect revenues.

The revenue allocated to this program offer reflects an intergovernmental service reimbursement from the Library District (99.97%) and resources from the County's Library Fund (0.03%). It represents a prorated share of property taxes (98%), other revenues such as interest earnings, grants, and user charges for services provided to library patrons (2%).

Significant Program Changes

Last Year this program was: FY 2024: 80007 Community Information

Community Information previously had two subteams: the Contact Center and the Reference, Information, and Content (RIC) team. In FY 2026, the RIC team will be dissolved, and team members assigned to other work in library locations in response to changing operating needs. The RIC research, chat, and reference by mail functions will be distributed across Information Services staff throughout Multnomah County Library. The dedicated translation work will continue to be provided by the same staff members currently assigned, but they will be allocated to location services cost centers going forward. Contact Center team members will transition from fully remote to some in-person work at locations.